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DESCRIPTORS *Communication (Thought Transfer); Computer Mediated Communication; Discussion; Information Scientists; *Interpersonal Communication; Interpersonal Competence; Interpersonal Relationship; Librarians; *Professional Personnel; Speech Communication; Staff Development

ABSTRACT

This book is designed to help library and information specialists and students tackle communication challenges ranging from public speaking to listserv posting. All types of communication are covered--conducting interviews; delivering speeches; leading group discussions, workshops, and conferences; designing newsletters, handouts, and brochures; creating press releases and public service announcements; and writing memos, letters, and formal reports. This new edition includes expanded sections on mastering individual skills and expressing oneself with sensitivity to cultural, ethical and linguistical issues. Part 1: "Skills" includes chapters: (1) "Nonverbal Behavior"; (2) "Listening"; (3) "Skills: Speaking"; (4) "Skills: Writing"; and (5) "Integration: Putting It All Together." For each a definition is given, as well as examples, exercises, and a brief discussion of the functions or effects of the skill. Part II: "Applications" includes chapters: (6) "Applications:Speaking One-to-One"; (7) "Applications" Working in Groups"; (8) "Making Presentations"; (9) "Applications: Writing"; and (10) "Training Others in Communication Skills." Contains an index. (Author/AEF)

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